

March 27, 2017

Via Electronic Filing

Ms. Marlene H. Dortch
Secretary
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

Re: Notification of Substantive Change, *Structure and Practices of the Video Relay Service Program*, CG Docket No. 10-51; *Telecommunications Relay Service and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities*, CG Docket No. 03-123—47 C.F.R. § 64.606(f)(2).

Dear Ms. Dortch:

Pursuant to 47 C.F.R. § 64.606(f)(2), Sorenson Communications, LLC, (“Sorenson”) hereby notifies the Commission of a substantive change to its TRS service. On January 25, 2017, Sorenson announced Sorenson Bridge, a service Sorenson has been testing since December 2016, which helps businesses and organizations that serve the Deaf community by making it easier for Deaf callers to navigate phone menu options, which for voice services are often known as interactive voice response (“IVR”) systems. Sorenson Bridge integrates with an organization’s Sorenson endpoints to provide smooth handling of inbound calls from Deaf callers. Eligible organizations that want to take advantage of Sorenson Bridge can contact Sorenson, who will help setup Sorenson Bridge with calling tree videos to meet the needs of the organization.

With Sorenson Bridge, a Deaf caller who dials a participating organization’s TRS number sees a video screen displaying available menu options, often with text and ASL descriptions for each option. (A hearing person calling that same number connects to the organization’s IVR.) After selecting an option, Sorenson Bridge then directly connects the Deaf caller to the service they chose. Because the Deaf caller’s initial call to the participating business is handled as a point-to-point call, Sorenson Bridge does not generate any billable minutes unless a Deaf caller is ultimately connected to a hearing person, resulting in a VRS call.

Sorenson Bridge supports callers from all default providers using H323 and Sorenson is currently working with other VRS providers to ensure that Sorenson Bridge is compatible with this year’s transition to SIP. Sorenson certifies that it will continue to meet federal minimum standards.

Sincerely,



Grant A Beckmann
Compliance Officer